

## **Access Statement for Country Fest**

We welcome every visitor equally regardless of their physical, sensory or mental capacity. We are however, honest about our rural location and the limitation that this can impose.

We aim to provide a quality service within these limitations and continually strive to improve so that as many people as possible can enjoy our event.

This access statement does not contain personal opinions as to our suitability for those with disabilities, but aims to accurately describe the facilities and services that we offer all our visitors.

We currently offer:

### **Pre-Show Day**

- A comprehensive website
- Reduced rate early bird admission tickets available on-line (e-tickets to print-at-home or as tickets to be posted)
- Contact by e-mail, phone or in person at the office
- Nearest railway station is Oxenholme Lake District, approximately 4 miles from Showground
- Nearest village is Milnthorpe travelling south on the B6385, approximately 2 miles from Showground
- Concessionary terms are available for registered carers accompanying a disabled visitor – please contact the Show office for full details and to book
- Visitors with disabilities are encouraged to seek advice and assistance – office staff are very willing to supply any information that may be helpful in planning your visit

### **Arrival and Car Parking Facilities**

- All vehicular routes carry yellow advance directional signs
- Designated blue-badge disabled parking in an area in close proximity to the main entrance – please follow signage
- Car parks clearly marked
- Parking Stewards on hand to assist
- All parking is free

### **Main Entrance**

- Admission ticket booths – (cash, cheque and cards accepted)
- Cashback facilities available at Red Gate ticket booth
- Showground location maps around the site
- Toilets (including disabled) in close proximity to main entrance

### **Showground**

#### **General:**

- The main avenues are level of hard-core surfaces of at least a single lane carriageway width
- Between 'roadways' the area is grassed which can be uneven underfoot

- Chairs, benches and seating are provided throughout the event area offering the opportunity for those less able to sit down. Additionally, stallholders are asked to assist customers by providing seats
- First Aid point
- Food crèche available in the Food Zone
- Veterinary Surgeons on call
- Litter bins strategically sited throughout the Showground
- Dogs welcome, provided on a short fixed lead at all times
- Dog water bowls around the site
- Stewards, identified with a named “Steward” badge, on duty throughout the Showground, are always able to offer assistance wherever/whenever required. Additionally some wear hi-viz waistcoats with WCAS Steward in bold black letters on the back
- Secretary’s office at Red Gate for all enquiries, etc

### **Marquees:**

- Marquees are grass floored, with bark or chippings at each entrance in inclement weather
- The Food Theatre includes 80 chairs along with a dedicated area for wheelchairs and disability scooters and identified seating for disabled visitors. Mirrors and audio equipment to assist those with sensory and hearing disabilities are also available in the Food Theatre
- All indoor public areas are ‘No Smoking’

### **Toilets:**

- There are multiple sets of toilets throughout the Showground
- Trailer units include separate ladies and gents, accessed by 3 steps and a single hand rail
- Individual toilets are ground level and unisex
- Temporary disabled units are accessed at ground level
- Hand gels in individual and disabled units
- Hand washing units around the site

### **Contacts:**

- Telephone - 015395 67804
- E-mail - [manager@westmorland.org.uk](mailto:manager@westmorland.org.uk)
- Web - [www.countryfest.co.uk](http://www.countryfest.co.uk)
- Fax - 015395 67011
- Address - Westmorland County Agricultural Society Ltd  
Lane Farm, Crooklands, Milnthorpe, Cumbria  
LA7 7NH
- Chief Executive - Mrs Christine Knipe
- Office Hours - 9.00am – 5.00pm (but before the event - late!)